

ALTERNATIVE SUPPORT SYSTEM PROTOCOL/PROCEDURE

1. Intent of services

ARS program will provide concrete services that link families to community resources and support. The goal shall be:

- Reduce risk of abuse or neglect of children in the home
- Enhance parenting skills, family and personal self-sufficiency, and family functioning
- Reduce stress on the family
- Reduce likelihood of additional referrals to CPS

2. Family eligibility

Families are eligible for services if the following have occurred:

- a. Abuse or neglect allegations have been reported to CPS
- b. CPS has designated the case to be low (1) or moderate low risk (2)
- c. DCFS refers the case to ARS program

3. Referral procedure

- a. DCFS shall have sole responsibility for referring clients to the ARS program
- b. DCFS shall submit a written "Intake Referral Summary Report"
- c. Referral cases will not be open to CPS
- d. ARS coordinator shall contact the DCFS ARS Liaison if the coordinator assesses a referred case to be at higher risk level than low or moderately low risk. If the coordinator and DCFS mutually determine the case is a higher risk level, the coordinator will submit a termination summary to the DCFS ARS liaison indicating the reason for termination

4. Re-referrals to CPS

DCFS will contact the coordinator if another CPS referral is received for a family who is engaged in the ARS program. The following determinations and actions based on the risk level will be made by DCFS for re-referrals.

- a. Low or moderate low risk- the coordinator will continue to provide ARS for the family
- b. Moderate to high risk, the case is assigned to a CPS worker. The CPS worker in coordination with the coordinator, will make the following determination will terminate the case from the ARS program or co-manage the case with the coordinator

- c. A family may only have two service episodes of ARS. A service episode refers to the time between the coordinator receiving the initial referral for a case to the time the coordinator closes the case. A new referral sent to the coordinator while the family's case is still open does not count as a new episode. A new referral sent after the case has been closed begins the second and final referral for the family. If the family is referred more than twice to the program, the coordinator will contact the DCFS liaison.

5. Other agencies

In the event the coordinator and another agency are performing services to the same family, the coordinator shall facilitate a staffing with the other agency to assure that the families needs are met in a coordinated approach.

6. Exit (termination) from ARS program

The coordinator may terminate a case from ARS program if one or more of the following occurs:

- Coordinator was unable to contact the family
- Coordinator (not the family) determines that the family does not require ARS
- Family refused services
- Coordinator referred case back to CPS as high risk
- Services were complete

7. Statement of work

a. Intake

The coordinator will make face to face contact with families within 10 working days from the time written referral is received from DCFS (excludes holidays and weekends). If the coordinator unable to make contact within ten days, the DCFS liaison will be contacted.

b. Assessment

The coordinator will:

- 1) Assess family strengths and risks of abuse and neglect of the children in the home
- 2) Develop a written family service plan in collaboration with the Family. The service plan shall set forth goals and timeliness by which to achieve goals. Such plans shall address, at minimum:
 - Identify family concerns and strengths
 - Family goals and timeliness
 - Formal and community support linkages

8. Reports

a. Termination summary

The coordinator shall complete a termination summary form for all cases terminated from the ARS program. The coordinator shall submit termination summaries that were completed the previous month by the 15th of each month to:

DSHS-DCFS
ATTN: Goldendale DCFS office, ARS, Liaison
808 South Columbus/ PO Box 185
Goldendale, WA 98620

9. Records

a. Case records

- 1) A copy of the intake referral from DCFS
- 2) Additional referral information from DCFS, if applicable
- 3) Family Service plan
- 4) 90 day-interim statement of extension, if applicable
- 5) Termination summary